
SERVICE CENTRE REPRESENTATIVE - JOB 4.15

JOB SUMMARY:

The Service Centre is the first point of contact for our customers and it provides essential corporate support services to the Regional District.

The Service Centre Representative provides the public with routine and generally available corporate information and assists with the completion of applications. This position provides a wide variety of clerical support, meeting scheduling and minute taking, travel arrangements and records management services. Duties may be assigned departmentally or corporately. Considerable organizational and interpersonal skills are required in order to balance workload and job deadline requirements with assisting the public.

The Service Centre Representative works under **general** supervision.

TYPICAL DUTIES:

1. Disseminates information regarding each department's requirements. Distributes and explains a wide variety of information, forms and procedures, issues approved permits and checks incoming documents for completeness. Brings specified application types to processing/inspection ready status.
2. Assists general public and staff with property inquiries, obtaining assistance from specific departments as needed.
3. Takes inspection requests. Writes routine correspondence and reports under direction.
4. Produces departmental correspondence, reports, bylaws and agendas from written copy, dictation or verbal instruction. Checks composition and edits where necessary.
5. Produces Regional Board reports and coordinates their inclusion into an electronic agenda format.
6. Carries out a range of clerical duties including filing, processing incoming and outgoing mail, maintaining several filing and indexing systems, compiling and processing data and maintaining databases, receiving monies for a variety of Regional District business and permits, issuing receipts and balancing cash systems.
7. May be responsible for, or assists in, the preparation of property use agreements and other legal documents.
8. Purchases office equipment and supplies in accordance with approved budget plans.
9. Processes Freedom of Information and other routine requests from receipt to completion.
10. May be responsible for meeting agenda preparation and minute taking.
11. Designs and maintains forms, information packages, contracts, agreements, competitive bid documents and the like, incorporating graphics where desired, for review and approval by others.
12. Acts as backup receptionist providing assistance to walk-in inquiries, answering the central office switchboard and other reception duties.
13. Researches, analyzes and reports on related projects as assigned.
14. Performs related duties as requested.

QUALIFICATIONS:**Knowledge:**

1. **Considerable** knowledge of proper telephone answering etiquette and customer service practices.
2. **Considerable** knowledge of the range of Community, Development, Environmental and Public Safety responsibilities.
3. **Reasonable** knowledge of office administration procedures.
4. **Reasonable** knowledge of the range of responsibilities of all Regional District departments.
5. **Reasonable** knowledge of land descriptions and registration processes.

Education and Experience:

1. Demonstrated training and experience in customer relations and oral communication skills.
2. Minimum Grade 12 or equivalent.
3. Minimum accurate typing speed of 60 net words per minute.
4. Knowledge of office systems and equipment, including photocopiers, printers and facsimile equipment, as well as spreadsheets, database, desktop publishing, PowerPoint and word processing programs in a windows environment.
5. Successful completion of a post-secondary program (minimum one year) in secretarial or office administration program plus three years related general office experience or five years related general office experience.

Skills and Abilities:

1. Demonstrated ability to deal with the general public, co-workers and outside agencies with tact, confidence and knowledge in a pleasant manner.
2. Ability to work independently with a minimum of supervision and as part of a team.
3. Ability to balance departmental workload and deadlines with public assistance.
4. Ability to compose routine and non-routine correspondence and work with legal and quasi-legal documents.